Customer Complaints Policy

Introduction and Policy Statement

At **Elec Training**, a complaint is defined as any expression of dissatisfaction with the services, training, or support we provide.

We are committed to maintaining the highest standards of customer care and delivering high-quality training programmes and services. We actively welcome feedback, comments, and suggestions from our learners and partners, as they help us continually improve the learning experience.

This policy does not apply to general enquiries about our services or to appeals relating to assessment or examination decisions. These are managed separately under our **Enquiries Policy** and **Appeals Policy**. If a matter raised is more appropriately dealt with under one of those policies, we will advise the individual accordingly.

If you are dissatisfied with how a course, assessment, or examination has been delivered, and believe that malpractice or maladministration may have taken place, please raise your concern following the procedures set out in our **Malpractice and Maladministration Policy**.

How to Make a Complaint

If you feel that Elec Training has not delivered the level of service you expect, or if you wish to raise a complaint, you can contact us in the following ways:

- **Phone:** 0330 822 5337
- **Email:** enquiry@elec.training
- **Post:** Elec Training, Bank House, 8 Cherry Street, Birmingham, B2 5AL

Once we receive your complaint, a member of our team will review the matter and get in touch with you, usually by phone or email, to discuss your concerns. You will also be provided with Elec Training's **Feedback and Complaints Form (Annex A)**, which we will ask you to complete and return to enquiry@elec.training. This will allow us to fully understand the details of your complaint and any outcome you feel would resolve the issue.

Complaint Handling and Response

When a complaint is received, Elec Training will:

- Confirm in writing or email that a complaint has been made.
- Provide a summary of the issues raised.
- Confirm whether the matter is considered resolved and closed.

If you remain dissatisfied after our response, you may be entitled to escalate your complaint to the **Financial Ombudsman Service (FOS)**. Full details on how to do this can be found on the Financial Ombudsman's website: http://www.financial ombudsman.org.uk/consumer/complaints.htm.

Please note that Elec Training will not waive the statutory time limits for submitting a complaint to the Financial Ombudsman as set out in DISP 2.8.2R and DISP 2.8.7R.

If a complaint is not resolved within three business days

If we are unable to resolve your complaint by the close of the third business day after it is received, we will either:

- Provide you with a written acknowledgement of your complaint within five working days (excluding weekends and UK public holidays), or
- Issue a final written or email response within eight weeks of receiving your complaint.

If we are unable to provide our final response within eight weeks, we will write to you to explain the reason for the delay and confirm when you can expect to receive our final decision.

Escalation and Final Response

As part of our internal process, if you are not satisfied with the outcome provided by the initial complaints handler, you have the right to appeal. Your case will then be reviewed by **senior management** before a final response is issued.

Our **final response** will set out one of the following outcomes:

1. **Accepting the complaint** and, where appropriate, offering redress or remedial action.
2. **Offering redress or remedial action** without accepting the complaint.
3. **Rejecting the complaint** and providing clear reasons for this decision.

If we are unable to provide a final response within **eight weeks**, we will explain why and confirm when you can expect a resolution. If you do not receive a final response within eight weeks, or if you remain dissatisfied with our final response, you may refer your complaint to the **Financial Ombudsman Service (FOS)** within **six months**. Further details can be found on their website: http://www.financial-ombudsman.org.uk/consumer/complaints.htm.

If you live outside the UK, or would prefer not to deal directly with the FOS, you may be able to submit a claim through the **European Online Dispute Resolution (ODR) platform:** http://ec.europa.eu/consumers/odr/.

For complaints specifically relating to **training, assessments, or awarding standards**, and where you are not satisfied with Elec Training's final response, you may also escalate your concerns to the relevant awarding organisation:

- City & Guilds

Escalation to Awarding Organisations

Learners are expected to follow **all steps of this Complaints Policy** before escalating their concerns to the relevant certification awarding organisation. If these steps are not completed, the awarding body may not be able to accept or investigate the complaint.

Confidentiality and Whistleblowing

All complaints will be handled with strict confidentiality and in line with the **Data Protection Act 2018** and current data protection legislation (including GDPR).

When submitting a complaint, it is always preferable to provide your name and contact details so that we can keep you updated. However, if you wish to remain anonymous, please let us know at the time of raising your concerns.

Elec Training will not disclose your identity where doing so would breach confidentiality or legal obligations. Anonymous complaints will still be investigated wherever possible, in accordance with the relevant awarding organisation or regulatory requirements.

Contact Us

If you have any questions about this Complaints Policy, or if you wish to make a complaint, please contact our Customer Services Team:

- **Phone:** 0330 822 5337
- **Email:** enquiry@elec.training
- **Post:** Elec Training, Bank House, 8 Cherry Street, Birmingham, B2 5AL
- **Form:** You can also complete and submit our official Complaints Form (Annex A).

Annex A

Feedback and Complaints Form

Your name: ……...

Your address: ……..….

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Postcode: ……...

Home telephone number: ……...

Mobile telephone number: ……..

Email address: ……..

How would you like to be contacted: ……

Course name (if applicable): ……..

Course start date (if applicable): ……..……

Details of your feedback, comment or complaint:

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Please continue onto another sheet of paper if required.